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ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Deb ReaganPhone: [REDACTED]Fax: [REDACTED]Priority: Respond Within Five DaysOpinion No. 2009 78679Date: 5/5/2009Complaint Description: 08A Rate Case Items - Opposed
N/A Not ApplicableFirst:Last:Complaint By: **Robert M.****Fisher**Account Name: Robert M. Fisher and Margaret A. BrunsHome: [REDACTED]Street: [REDACTED]Work:City: ScottsdaleCBR:State: AZ Zip: 85266is:Utility Company. **Black Mountain Sewer Corporation**Division: sewerContact Name: Linda ByrdContact Phone: [REDACTED]Nature of Complaint:

***** SW-02361A-08-0609 *****

Customer sent the following correspondence -

We live in Winfield subdivision in North Scottsdale. Our sewer rates were raised by a large amount just 2-3 years ago. We have no apparent choice in sewer providers. The economy is in bad shape and retirees and those people who still have jobs are faring poorly. The rate increase of 57.83% requested by Black Mountain Sewer Corporation is completely unreasonable and would create additional financial hardship to all who live in their service area. The cost of their doing business could not have inflated this severely especially when most other business cannot raise prices and our incomes are flat to down. This is confiscatory and the rate increase should be denied as a form of hostile and unreasonable gouging of the captive audience in their service area.

Respectfully submitted,
Robert M. Fisher
Margaret A. Bruns [REDACTED]
Scottsdale, AZ 85266
End of Complaint

Arizona Corporation Commission

DOCKETED

MAY 15 2009

DOCKETED BY

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

2009 MAY 15 A 9:53

RECEIVED

Utilities' Response:Investigator's Comments and Disposition:

Customer comments entered for the record and with Docket Control.

End of Comments

Date Completed: 5/5/2009

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion No. 2009 - 78679

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Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 78678

Date: 5/5/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Frank J.**

Abbruscato

Account Name: Frank J. Abbruscato

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Carefree

CBR:

State: AZ Zip: 85377

is:

Utility Company. **Black Mountain Sewer Corporation**

Division: sewer

Contact Name: Linda Byrd

Contact Phone: [REDACTED]

Nature of Complaint:

***** SW-02361A-08-0609 *****

Customer sent the following correspondence -

The company's request for a rate increase from \$45.64 to \$71.08 is ludicrous and without merit. Basically, we are being asked to support unrelated expense resulting from poor management.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and with Docket Control.

End of Comments

Date Completed: 5/5/2009

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